



HINDUSTAN PETROLEUM CORPORATION LTD.

BROCHURE

SELECTION OF HP GAS DISTRIBUTORS

EFFECTIVE 1ST JULY, 2007

BROCHURE FOR SELECTION OF HP GAS DISTRIBUTORS

1. IDENTIFICATION OF LOCATIONS

Locations for setting up LPG Distributorships are identified by the oil company after carrying out required feasibility study and based on commercial considerations. The setting up of LPG distributorships at the identified locations is a business proposition that have business risk and does not guarantee any assured returns or profits.

2. RESERVATION

The locations identified for setting up of LPG distributorships are reserved under various social objective categories. The percentage reservation is as under:-

Schedule Castes / Scheduled Tribes (SC/ST)	25%
Defence Personnel (DC)	8%
Freedom Fighter (FF)	2%
Outstanding Sports Persons (OSP)	2%
Paramilitary/Police/Govt. Personnel (PMP)	8%
Physically Handicapped Personnel (PH)	5%
Open Category (O)	50%

Reservation for distributorships in tribal areas in North Eastern States are as under:

State	Percentage of distributorships to be awarded to ST category	Balance % to be awarded to open category
Arunachal Pradesh	70	30
Meghalaya	80	20
Nagaland	80	20
Mizoram	90	10

In the above, 33% in each category stated above will be reserved for women in the respective category. Other things being equal, unmarried women above 40 years of age with out earning parents and widows will be given preference over others in all women categories. In case of widows a death certificate in respect of husband and an affidavit that she has not remarried will have to be submitted.

In case no eligible /suitable woman candidate is available after second advertisement, the location will be removed from the reserved category for women and re-advertised under the respective categories without reserving the location for women only.

3. MODE OF SELECTION OF DISTRIBUTORS

The locations identified as above are advertised under appropriate category in TWO newspapers- one English and one vernacular dailies having wide circulation in the area where the location falls. These are also given in the HPCL's web site www.hindustanpetroleum.com

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4. ELIGIBILITY CRITERIA FOR ALL CATEGORIES

4.1. NATIONALITY: Indian National and resident of India.

4.2. AGE: Not less than 21 years (in completed years) as on the date of application

4.3. EDUCATIONAL QUALIFICATIONS:

Minimum Matriculation or recognised equivalent for all categories (except FF/OSP categories). However during interview, persons applying even under these categories will be assessed for education qualification.

4.4. MULTIPLE DISTRIBUTORSHIP NORM (RELATIONSHIP CLAUSE)

Multiple Dealer/Distributorship norms means that none of the individuals would be entitled to a new dealership/distributorship if any other individual in a 'family unit' already holds a dealership/distributorship or LOI for a dealership/distributorship of a PSU oil company i.e. Only one Retail Outlet / SKO-LDO dealership / LPG distributorship of PSU oil company will be allowed to a 'family unit'.

Family Unit in case of married person / applicant shall consist of individual concerned, his/her Spouse and their unmarried son(s)/daughter(s). In case of unmarried person / applicant, 'Family Unit' shall consist of individual concerned, his/her parents and his/her unmarried brother(s) and unmarried sister(s).

4.5 DISQUALIFICATION: The following are NOT eligible.

- a) Persons convicted or against whom charges have been framed by a court of law for any criminal offence involving moral turpitude/economic offences (other than freedom struggle).
- b) Totally paralysed, mentally unsound and Totally Blind persons.
- c) Signatory to agreement of a distributorship/dealership of any oil company terminated on the grounds of adulteration/malpractice in the past.
- d) If any person is allotted the distributorship by giving wrong information or by suppression of information, it will be cancelled.

4.6 ELIGIBILITY CRITERIA FOR VARIOUS RESERVED CATEGORIES:

a) Scheduled Castes/ Scheduled Tribes (SC/ST)

The castes/tribes recognised as Scheduled Castes / Scheduled Tribes (SC/ST) under the Constitution of India will be eligible.

The candidate should produce proper Caste Certificate regarding the caste/tribe being recognised as Scheduled Castes/Scheduled Tribes (SC/ST) under the Constitution of India anywhere, issued at any time by a Competent Authority notified by the Government of India.

b) Defence Personnel (DC)

Defence Personnel means personnel of armed forces (viz. Army, Navy, Airforce) and will cover widows /dependents of those who died in war, war disabled / disabled on duty, widows / dependent of those members of Armed Forces who died in harness due to attributable causes and disabled in peace due to attributable causes.

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Inter-se priority under Defence Personnel (DC) category:

- a) Widows/dependents of Posthumous gallantry award winners.
- b) War widows/dependents of those who died in war.
- c) War disabled/ disabled on duty.
- d) Widows/dependents of those who died in harness due to attributable causes.
- e) Disabled in peace due to attributable causes.

Person applying under Defence Personnel (DC) Category should produce Eligibility Certificate issued from Directorate General of Resettlement (DGR), Ministry of Defence, Government of India sponsoring the candidate for the distributorship for which he/she has applied. Certificate of eligibility issued for one distributorship is **not** valid for another distributorship and therefore a candidate can be considered to be eligible only if he/she has been sponsored for the particular location with reference to current advertisement. In case of any doubt DGR would be consulted before calling the candidate for interview.

c) Freedom Fighters (FF):

Freedom Fighter means the person who is a holder of Tamrapatra and receiving pension sanctioned by the Ministry of Home Affairs, Government of India.

Persons applying for distributorships under this category should attach a certificate or Tamrapatra or an attested copy of the Pension Order issued by the Accountant General in pursuance of the sanction letter from the Ministry of Home Affairs, Govt. of India of their having been Freedom Fighters.

The criteria of Educational Qualification will not be applicable for FF.

d) Outstanding Sports Persons (OSP)

The following persons will be eligible:

- a) Arjuna Awardees.
- b) Winners of Medals at Olympics / ASIAD / Commonwealth Games and Recognised World Championships.
- c) National Champions under the Recognised National Championships.
- d) National Adventure Awardees.

Person applying should produce a certificate from the recognised National Federation organizing National Championships (as recognised by the Department of Youth Affairs and Sports, Government of India) or from the Department of Youth Affairs and Sports, Government of India.

The criteria of Educational Qualification will not be applicable for OSP categories.

e) Paramilitary/Police/Govt. Personnel (PMP)

The following persons will be eligible:

The personnel of Paramilitary/Police Personnel including persons having served in BSF, CRPF, CISF, ITBP, Railway Protection Force, Special Reserved Police, Special Armed Police, Coast Guards, Assam Rifles etc. as designated by Central Government and Police Forces of the States, Customs and Central Excise Department, Narcotics Control Bureau, Enforcement Directorate, Economic Intelligence Bureau, Directorate General of Anti-Evasion and Directorate of Revenue Intelligence and those serving in different Departments of Central/State Governments who are incapacitated OR disabled while performing their duties will be eligible under this category. In case of death, while performing duties, their widows / dependants will also be eligible under this category.

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Inter-se Priority under Paramilitary / Police / Government Personnel (PMP) Category:

- (a) Widows/dependants of Posthumous gallantry award winners
- (b) Widows/dependants of persons having died in action.
- (c) Personnel disabled on duty.
- (d) Widows/dependants of persons who died while in service and
- (e) Disabled in peace due to attributable causes

Person applying should attach a copy of relevant certificate from the concerned Organisation/Govt Department signed by the Head of the Office or an Officer not below the rank of Under Secretary to the Government.

f) Physically Handicapped Persons (PH)

The person should be orthopaedically handicapped to the extent of a minimum of 40% permanent / partial disability of either upper or lower limbs or 50% permanent / partial disability of both upper and lower limbs together. For this purpose, the standards contained in the 'Manual for Orthopaedic Surgeon in evaluating Permanent Physically Impairment' brought out by the American Academy of Orthopaedic Surgeons, USA and published on its behalf by the Artificial Limbs Manufacturing Corporation of India, G.T. Road, Kanpur, shall apply.

Deaf, Dumb and Blind persons with minimum degree of 40% disability will also be eligible to apply for all distributorships/dealership under this category. However, totally blind persons will not be eligible.

Persons applying for LPG distributorship under this category should produce a certificate issued by a Medical Board duly constituted by the Central / State Government as per the Gazette of India Extraordinary New Delhi, No. 154 dated June 13, 2001 on Guidelines for evaluation of various disabilities and procedure for certification.

Totally blind, totally paralysed and mentally unsound persons will not be eligible to apply under any category.

g) REGISTERED CO-OP SOCIETIES / CONSUMER SOCIETIES will be eligible to apply under reserved categories viz Scheduled Castes / Scheduled Tribes (SC/ST), Defence Personnel (DC), Freedom Fighter (FF), Outstanding Sports Persons (OSP), Paramilitary /Police / Government personnel (PMP), Physically Handicapped Persons (PH) subject to following conditions:-

- i) Each members of the Society should individually belong to the same category and fulfil the eligibility criteria regarding multiple distributorship/dealership norms, for which the distributorship has been advertised.

An affidavit on appropriate non-judicial stamp paper will have to be given by the chairmen or authorised members of the society to the effect, i.e. each member (*list to be attached along with affidavit duly certified by the society*) belongs to the reserved category and fulfil the eligibility criteria regarding multiple distributorship/ dealership norms.

- ii) The Society has to furnish appropriate resolution to show that person making the application is empowered to make the same. In addition, the Society should furnish an undertaking that it will observe the relevant guidelines etc.
- iii) Only the Societies making a net profit for previous three consecutive financial years as certified by a Chartered Accountant are eligible to apply under the respective reserved category.
- iv) A Society having criminal record is not eligible to apply for dealership/distributorship.

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h) Open Category (O)

Apart from any person, whether applying as individuals and/or in partnership, the following are also eligible to apply under open category:

- v) Registered Co-operative societies, Corporations owned or Controlled by the Central/State Governments, Central/State Public Sector Companies as well as any company incorporated under Companies Act 1956 are eligible to apply under Open Category. Parameters relating to multi distributorships norms, age and education qualification will not be applicable for them.
- vi) Registered Co-operative Societies making a net profit for previous three consecutive financial years as certified by a Chartered Accountant are eligible to apply. It will have to furnish appropriate resolution to show that person making the application on its behalf is empowered to make the same and an undertaking that it will observe the relevant guidelines. A Society having criminal record is not eligible to apply for distributorship

5. PARTNERSHIPS:

In case of partnership, each partner should individually meet the specified eligibility criteria and should also submit separate application forms along with separate application fee. However, the applications should be clubbed together. If called for interview, all of them must appear for interview. They also have to submit a copy of the partnership deed along with the application.

6. PERSONAL SUPERVISION BY DISTRIBUTORS (FOR ALL CATEGORIES):

A person selected for the distributorship shall be paying full attention towards day to day working of the distributorship by personally managing the affairs of the distributorship. He/she will not be eligible for taking up any other employment. If the selected person is already employed, he/she will have to resign from the employment before issuance of Letter of Appointment.

7. BASIC FACILITIES REQUIRED FOR OPERATION OF LPG DISTRIBUTORSHIP

7.1. GODOWN FOR STORAGE OF FILLED LPG CYLINDERS.

Godown approved by Chief Controller of Explosives is required for storage of filled cylinders.

Godown/ land for construction of Godown will be suitable, if it is located within about 15 kms or in the area of operation (trading area) of the advertised location, freely accessible through all weather motor able approach road. The plot should be plain, in one contiguous lot, free from overhead power transmission or telephone lines. Pipelines / Canals / Drainage / Nallahs / Public Roads should not pass through the plot.

Minimum Dimensions of plot : 27 m X 26.15 m

7.2. SHOWROOM

Showroom as per the standard layout can be made in a shop / land located in the area of operation (trading area) of the advertised location for LPG distributorship and should be easily accessible to general public through a suitable approach road.

Minimum dimension of the showroom 3 m X 4.5 m

7.3. INFRASTRUCTURE FOR HOME DELIVERY OF LPG CYLINDERS

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In addition to showroom and godown for storage of filled LPG cylinders, delivery vehicles will be required for effecting free home delivery of HP GAS cylinders in their area of operation. Depending upon the need, delivery system will be advised before commissioning and subsequently from time to time by the respective Marketing office of HPC.

8. CONSTRUCTION OF GODOWN/SHOWROOM ON THE SITE AS MENTIONED IN APPLICATION FORM

The applicants who readily have suitable godown / land for construction of godown for storage of filled LPG cylinders and shop / land for construction of shop for HP GAS Showroom for setting up of HP GAS Distributorship or have a firm commitment from the land owner for purchase/lease or can arrange it are awarded marks. The details given along with the application alone will be considered for this purpose and the applicant will not be given any opportunity to offer any other land subsequently (*even at the time of interview*). For this purpose, the land owned by the family members (as defined in multiple distributorship norm) would also be considered as belonging to the applicant subject to attaching the consent of the concerned family members.

HPC will decide the suitability of the Land on the basis of the documents submitted along with the application

However after selection of the applicant, physical verification of the godown land/godown as well as the showroom will be undertaken. In the event it is found that there is variance in the details submitted with the application form and or the plot is not found suitable for construction of godown or the godown is not approved by CCOE the allotment of the distributorship will stand automatically cancelled

Or if an applicant, after selection on the above basis, is unable to make Godown duly approved by the Chief Controller of Explosives on the land/godown indicated in the application and or Showroom as per the oil company's standard layout on the land/shop indicated in the application then the allotment of HP GAS Distributorship made to the applicant will automatically stand cancelled.

9. SCHEME OF FINANCIAL ASSISTANCE TO SC/ST CATEGORY DISTRIBUTORSHIPS UNDER 'CORPUS FUND' SCHEME:

Financial Assistance under Corpus Fund Scheme will be given to Distributorships reserved for SC/ST categories. Under Corpus Fund Scheme following financial assistance is provided:

- (a) HPC will provide – LPG Godown, Showroom with toilet, delivery infrastructure and Telephone Phone.
- (b) HPC will also provide adequate working capital loan at 11% interest per annum, for a full operation cycle of the operation of the distributorship. Both the working capital as well as 11% per annum interest thereon will be recovered in 100 equal monthly instalments from the 13th month of commissioning of the Distributorship.
- (c) The allottees will have to pay a Licence Fee to the Oil Company as applicable from time to time.

On application and subject to the satisfaction of the company, widows and unmarried women above 40 years of age without earning parents selected for distributorship in all categories will be entitled to financial assistance under Corpus Fund Scheme.

10. APPLICATION FORM:

Application form for distributorship is a part of the advertisement published in the newspapers. The application format can also be downloaded from our web site www.hindustanpetroleum.com

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- The application can be submitted on plain paper in the prescribed format as mentioned above.
- Application Fee: (non refundable) - Rs.1000/- (Rs.500/- in respect of SC/ST candidates).
- In case of partnership, each partner will have to submit separate application forms along with separate application fee as applicable. However, while submitting the filled forms their application forms has to be attached together.
- All applicants are requested to take note that they are requested to go through the conditions mentioned in the application form as well as the advertisement to ensure that all the relevant conditions are fulfilled as stipulated in the said application form.

11. PERSON APPLYING FOR DIFFERENT LOCATIONS

While one person can apply for different locations, the same should be done in separate application forms in respect of each location along with applicable application fee in each case.

While any individual meeting the eligibility criteria as mentioned above can apply under Open category, Individuals can apply for any location reserved for a particular category only if the individual meets all the eligibility criteria specified for that category.

12. INTERVIEWS

Applicants will be called for interview with the original documents and only eligible candidates will be interviewed by a Selection committee comprising of 3 oil company officials. A merit panel of 3 applicants will be made from the applicants who will appear for the interview.

13. NORMS FOR EVALUATING THE CANDIDATES

The LPG distributor will be selected on the basis of evaluation of all eligible applicants on the following parameters.

a.	Capability to provide infrastructure *	35 marks
b.	Capability to provide finance*	35 marks
c.	Educational qualifications **	15 marks
d.	Age**	4 marks
e.	Experience	4 marks
f.	Business ability / acumen	5 marks
g.	Personality**	2 marks
	Total marks	100 marks

The evaluation on the parameters a to d above will be done on the basis of the information given in the application. The evaluation on the parameter e, f & g will be done based on the interview.

14. NORMS FOR EVALUATING THE CANDIDATES

14.1. Allocation of marks on various parameters by Level –I Committee based on the information /statements given in the application

Parameter	Sub Head	Description	Max Marks	Evaluation
*Capability to provide Infra - structure and facilities (as on	Suitable land for	Owns@ - Having clear title / Registered Sales Deed of the suitable land / godown	25	Based on the information & statement given in the application.
	LPG storage	OR Firm offer @@ - Having agreement to purchase/lease suitable land/godown	18	Based on the information & statement given in the application

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				Range of assets value	Marks to be awarded
				>= 3 lacs < 6 lacs	1 mark
>=6 lacs < 9 lacs	2 mark				
>= 9 lacs < 12 lacs	3 marks				
>= 12 lacs< 15 lacs	4 marks				
>= 15 lacs	5 marks				
	Income	(d) Income form all sources such as salary, property, business, agricultural, interest, dividend, rent earnings, royalty etc. per annum	5	Based on information of application. Income as per Income Tax Return of the last financial year and or affidavit on income Maximum Marks 5. Award 0.1 marks on every unit of Rs.10,000/- or more in multiples of Rs.10,000/- and amounts less than complete unit of Rs.10,000 /-will not be considered for award of marks.	
		Sub total maximum marks	35		
**EDUCATIONAL QUALIFICATION (as on date of application)	Basic	Matriculate/ SSC/Xth pass	7	Based on information & documents given in the application.	
		XIth pass	8		
	Graduate	10			
		Post graduates or higher qualifications	12		
		Additional qualification Any Diploma / Degree		Basic qualification plus 1 mark for additional qualification any diploma /degree.	
	Professiona 1	Technical /Law/ Medical/ Management Graduate / Chartered/ Cost Accountant or higher qualifications - BE , B.Tech, MBA, CA or equivalent minimum 4 yrs post 12 th	15		
		Sub Total maximum marks	15		
Parameter	Sub Head	Description	Max Marks	Evaluation	
**AGE		Marks will be awarded on the following basis. > = 21 < 26 >= 26 < 46 >= 46 < 56 >= 56 < = 65 >65	2 4 2 1 0	Based on information & documents given in the application.	
		Sub Total maximum marks	4		

Evaluation by Selection Committee based on Interview.

Parameter	Sub Head	Description	Max Marks	Evaluation
Experience		Direct Sale / Home Delivered products (including LPG distributorship) or	4	Marks to be awarded based on information in the application for experience of running or working in an establishment for minimum one year. Marks will be awarded on the quality rather than amount of experience. The quality of experience will be judged based on the response to the questions
		Other Petroleum products or	3	

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		Any other Trade	2	related to experience in Direct Sale, Home Delivered products, Trade of petroleum products, hospitality/service industry etc by the candidates in the interview.
		Sub Total maximum marks	4	
Business ability / acumen		Assessment will be done on the following:- - Management of people - Management of finance - Management of material & infrastructure -Trade related	5	Marks will be awarded based on response to specific situation related queries/questions on the following:- -Management of people -Management of finance --- Management of Material & infrastructure -Trade related
**Personality		Assessment on the following parameters Communication /articulation skills. Polite, presentable and well mannered. Enthusiasm / energetic / Self- confidence / convincing power.	2	Assessment based on observation and leading questions.
		Grand total	100	

* In case of LPG distributorships reserved under SC/ST category, there will be no evaluation on Land and Financial capabilities.

** Age, Educational Qualification and personality shall not be applicable in case of Govt. Organisations/Corporations/Undertakings, Public Ltd companies, Cooperative Societies and Private Companies and full marks shall be awarded.

@ Own means having clear ownership title of the property or on long leased (minimum 15 yrs) in the name of family member as defined in eligibility criteria/multiple distributorship norm duly supported by documents

@@ Firm offers means an agreement on stamp paper for sale or lease (minimum 15 yrs) between the applicant and the owner duly supported by documents

In respect of partnerships, all partners will have to attend the interview together and they will be evaluated individually for individual parameters like age, educational qualification etc. The land and finance owned by any one of the partners will be treated as the same being owned by the firm as a whole for evaluation purposes

Every thing being equal, preference will be given to unmarried women above 40 years of age without earning parents and widows for LPG distributorship locations reserved for women.

In case of two or more applicants scores same marks, then applicant who has scored more marks based on documents shall be placed above the other person in the merit panel. In case two or more applicants scores same marks based on documents and in interview, then the applicant who is younger in age shall be placed above the other applicant in the merit panel.

A candidate has to get minimum 40% marks after interview for being included in the merit panel. In case no candidate gets 40% marks, then the location will be re-advertised.

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14.2. INTERS-SE-PRIORITY FOR "DC" AND "PMP" CATEGORIES

In respect of Defence (DC) and PMP categories where the inter se priority is given by the competent authorities like DGR etc. the evaluation as per our spelt out norms as above will be carried out simultaneously considering the following marks in addition to the 100 marks mentioned above based on the certificate produced by the candidate from the appropriate authorities. In other words these persons will be evaluated on a total marks of 140.

(a) For Defence Category (DC)

Priority I	Widows/dependants of posthumous Gallantry Award Winners	40 Marks
Priority II	War Widows / dependants of those who died in war	32 Marks
Priority III	War disabled	24 Marks
Priority IV	Widows /dependants of those who died in harness due to attributable causes	16 Marks
Priority V	Disabled in peace due to attributable causes	8 Marks

(b) For PMP Category (PMP)

Priority I	Widows/dependants of posthumous Gallantry Award Winners	40 Marks
Priority II	Widows / dependants of persons having died in action	32 Marks
Priority III	Persons disabled on duty	24 Marks
Priority IV	Widows dependants of persons who died while in service	16 Marks
Priority V	Disabled in peace due to attributable causes	8 Marks

15. RESULTS OF THE INTERVIEW

After completion of the interviews for a location, result, giving names of the merit panel in the order of merit along with the detailed marks scored will be displayed on the notice board of the interviewing office. This list will contain the names of all the candidates who appeared for the interview (in order of interview). If no suitable candidate is available, the selection committee may recommend for re-advertisement.

16. FIELD VERIFICATION

- 16.1.** The field verification will be conducted for 1st candidate in the merit panel. If found eligible and no complaint is pending or no stay is granted by any court, then Letter of Intent (LOI) will be issued.
- 16.2.** If the no.1 candidate is not found suitable /fails to full fill the terms and conditions of the award of distributorship or the award is to be cancelled for any reason whatsoever, the distributorship will be offered to the 2nd candidate in the merit panel after necessary field verification.
- 16.3.** If the 2nd candidate also fails to full fill the terms and conditions of offer or found unsuitable for any reason whatsoever, then the distributorship will be offered to the 3rd candidate in the merit list.
- 16.4.** If the 3rd candidate also fails to full fill the terms and conditions of offer or found unsuitable for any reason whatsoever, or in case where no 2nd or 3rd candidates are available in the "merit panel" as explained above, the location may be re-advertised at the discretion of the oil company.

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17. VALIDITY OF MERIT PANEL

The merit panel will be valid for a period of one year from the date of commissioning of the distributorship. If within this period, the distributorship is withdrawn for any reason whatsoever or the distributorship is terminated on account of wrong statement made in the application or any other reason like proven ineligibility of the distributor or proven malpractice, oil company will have the option of awarding distributorship to the next candidate in the merit panel after necessary Field Verification.

18. COMMISSIONING OF THE DISTRIBUTORSHIP

A person who has been given the 'Letter of Intent' (LOI) would be required to fulfil the terms and conditions as contained therein, so as to commission the distributorship within the stipulated time period. Before commissioning, Letter of Appointment will be given and distributorship agreement will be executed.

19. SECURITY DEPOSIT: -

The selected candidate before being issued the appointment letter will have to deposit interest free refundable security deposit of Rs. 2.5 or Rs. 5 lakhs as stated in the advertisement with Hindustan Petroleum Corporation Ltd. The Hindustan Petroleum Corporation Ltd also reserves its right to adjust any dues to it from this amount at the time of resignation/ termination. However, in case of termination of the distributorship is on account of proven malpractice, the said security deposit will be forfeited.

For LPG distributorships reserved under SC/ST category and Women availing corpus fund facility, no security deposit is payable.

20. TENURE OF DISTRIBUTORSHIP

The tenure of HP GAS Distributorship will be for an initial period of 10 years and renewable for every 5 years thereafter, subject to the examination of the performance of the distributorship by the Oil Company and decision thereon.

21. GRIEVANCE /COMPLAINT REDRESSAL SYSTEM:

An applicant who has appeared for the interview and is aggrieved by selection may send his/her complaint to the Area Office/ State Office in which the interviewed HP GAS Distributorship's location is located.

- 21.1.** A representation / complaint shall be entertained only if it is received by the office concerned within a month from the date of declaration of result.
- 21.2.** Efforts would be made to ensure that the representation/complaint is disposed off within 3 months from the date of receipt of response of the complainant.
- 21.3.** Pending disposal of complaint, Letter of Intent if issued will be kept in abeyance.

22. DISPOSAL OF COMPLAINT:

The disposal of complaints shall be as under:-

- 22.1.** Anonymous /pseudonymous complaints will normally not be investigated.
- 22.2.** On receipt of a complaint, a letter will be sent by the oil company to the complainant through Registered Post, asking him to submit details of allegation with a view to prima facie substantiate the allegations along with supporting documents, if any, within 30 days. Response of the complainant will

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be examined by the concerned oil company and if it is found that the complaint does not have specific and verifiable allegations, the same will be filed.

22.3. The complainant will be clearly advised that the complaint will be examined by the oil company and if it is established that the complaint does not have any substance, the complainant will be liable for legal action.

22.4. When a decision is taken to investigate the complaint, one Senior Officer will do the investigation. Thereafter, decision on the complaint will be taken as under:-

22.4.1. Complaints not substantiated:

The complaint will be filed and the complainant will be advised accordingly.

22.4.2. Established complaint

In case of established complaint against the empanelled candidate, action will be taken with regard to appointment of the next candidate in the merit panel. In case of established complaints against oil company officers action will be taken against the concerned officials as per the conduct rules.

23. FURNISHING OF FALSE INFORMATION

If any information furnished by the applicant is found to be false at any point of time before or after appointment as a dealer, the allotment will be cancelled forthwith and distributorship terminated in case commissioned.

24. DISCLAIMER

The content given in this brochure is for general information. It should not be considered as policy document and cannot be legally quoted. **HINDUSTAN PETROLEUM CORPORATION** shall be the final authority for giving any clarification or interpretation on the contents given in this brochure, if need be and at its own discretion. Adequate care has been taken to provide relevant information from concern authority. However, **HINDUSTAN PETROLEUM CORPORATION** cannot be held responsible for any loss or damage or consequences from misunderstanding or misinterpretation of the contents in this brochure. The Corporation may revise the contents of this brochure from time to time without giving any notice.
